

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:349
ANSWERED ON:20.10.2008
MARKET SHARE OF MTNL AND BSNL
Rajendran Shri P.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the market share of Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) in landline and mobile telephone connections in the country;
- (b) whether the market share of the said telecom companies have been increased from the previous year;
- (c) if not, the reasons therefor; and
- (d) the remedial measures taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

- (a) Sir, the market share of MTNL and BSNL in landline and mobile connections as on 31.08.2008 is given below:

Name of PSU Landline Telephone Mobile Telephone

BSNL 78.82% 14.14%

MTNL 9.32% 1.28%

TOTAL 88.14% 15.42%

- (b) & (c) The market share of MTNL and BSNL has decreased due to the following reasons:

- (i) In case of MTNL there was capacity constraints in its GSM mobile network due to non-commissioning of 750K lines each in Delhi & Mumbai by the vendors. Similarly, during the past two years, sufficient capacity in GSM mobile equipment was sub-judice and there was delay in supply of equipments.

- (ii) Surrendering of excess landline phones and preference for mobile phones.

- (iii) Customer's preference for mobile and landline phones from different service providers.

- (d) The remedial measures taken/being taken by MTNL and BSNL are given below:

- (i) Order for 30 million lines of GSM Mobile equipment has been placed by BSNL which will meet the expansion requirement of GSM Mobile connections during 2008-09.

- (ii) In, addition, BSNL has invited tender for additional 93 million GSM mobile lines to meet the requirement during next three years.

- (iii) The GSM network of MTNL Delhi has been expanded by 750 K lines in March 2008 with enhanced capacity of the core network 500 K GSM capacity in Mumbai are also added shortly.

- (iv) BSNL and MTNL are taking lot of measures to improve its market share by way if expansion of network, improvement in services,

Customer Care, provision of Value Added Services, revision of tariffs, introduction of Broadband and IPTV etc. The details are given below:

Improving the legacy PSTN Network by change of cables, drop wire etc. as required.

All exchanges have been made Digital to improve service quality.

Rehabilitation of outdoor network is being done on continuous basis to reduce fault rate.

New RSUs/DLCs are being provided to reduce faults.

MTNL/BSNL are also introducing 3G service in their network.

Additional BTS are planned to be installed to improve coverage.

MTNL plans to commission Convergent billing & CRM in current year. This system provides one bill for all services to a subscriber. The system will also address customer request of services, tariff, complaint resolution etc.

MTNL and BSNL are providing a lot of Value Added Services for both PSTN & Mobile subscribers like news, songs, astrology, e-ticketing, SMS, Internet, Broadband, IPTV etc. in line with the emerging trends.

New tariffs plans both in landline and cellular based PCOs are launched to retain PCO holders and attract new PCO franchisees.

MTNL and BSNL are taking care of its customers by opening Sanchar Haat, customer service centre, appointment of Dealers & Agent & special care of Corporate Customers.

The tariff for various products and services so as to make them customer friendly and to suit various segments of the society.

MTNL has launched VOIP Services to provide ISD calls at lower tariffs. Nearly 2000 VOIP connections are working each in Delhi and Mumbai in MTNL as on 31.08.2008.